Claims

[c1]   1. A method for routing a communication connection request comprising the steps of:

in response to a communication connection request, obtain context information from a communication connection requestor;

using said context information to determine a communication connection action; and

connecting said communication connection requestor based upon said connection action.

[c2]   2. The method of claim 1 further comprising the step of determining a confidence factor for the connection action.

[c3]   3. The method of claim 2 further comprising the step of performing said connection in response to exceeding a confidence factor threshold.

[c4]   4. The method of claim 2 further comprising the step of validating said connection action with a caller for connections not exceeding a confidence factor threshold.

[c5]   5. The method of claim 1 wherein the step of determining a connection action is done with a rules engine.

[c6]   6. The method of claim 1 further comprising the step of providing an indication of an associated action.

[c7]   7. The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having data transmission.

[c8]   8. The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a notification.

[c9]   9. The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a workflow initiation.

[c10]   10. The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a logging action.

[c11]   11. The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of directing said associated action to at least one additional connection.

[c12]   12. A method for providing a communication connection for a user comprising the steps of:
obtaining context information for said user;
using said context information to determine a communi-

cation connection action; and

connecting said user based upon said connection action.

[c13]   13. The method of claim 12 further comprising the step of determining a confidence factor for the connection action.

[c14]   14. The method of claim 13 further comprising the step of performing said connection in response to exceeding a confidence factor threshold.

[c15]   15. The method of claim 13 further comprising the step of validating said connection action with a user for connections not exceeding a confidence factor threshold.

[c16]   16. The method of claim 12 wherein the step of determining a connection action is done with a rules engine.

[c17]   17. A method of routing a caller"s call comprising the steps of:

obtaining context information for said caller;

using said context information to determine a communication connection action; and

connecting said caller based upon said connection action.

[c18]   18. The method of claim 17 further comprising the step of determining a confidence factor for the connection

action.

[c19] 19. The method of claim 18 further comprising the step of performing said connection in response to exceeding a confidence factor threshold.

[c20] 20. The method of claim 18 further comprising the step of validating said connection action said caller for connections not exceeding a confidence factor threshold.

[c21] 21. The method of claim 17 wherein the step of determining a connection action is done with a rules engine.

[c22] 22. The method of claim 17 further comprising the step of using context information for a called party to assist in determining said communication connection action.

[c23] 23. The method of claim 17 further comprising the step of using a caller"s calendar to assist in determining said communication connection action.

[c24] 24. The method of claim 17 further comprising the step of authenticating the caller before determining said communication connection action.

[c25] 25. The method of claim 17 further comprising the step of requiring a single action by a caller for determining said communication connection action.

[c26] 26. The method of claim 24 further comprising the step of using biometrics to authenticate said caller.

[c27] 27. A method of determining a communication connection for a caller comprising the steps of:
obtaining context information for said caller;
using said context information to determine a communication connection action; and
connecting said caller based upon said connection action.

[c28] 28. A service for determining a communication connection for a caller comprising the method steps of:
obtaining context information for said caller;
using said context information to determine a communication connection action; and
connecting said caller based upon said connection action.

[c29] 29. An apparatus for use in a computer services environment, said apparatus comprising:
at least one processor operative to route a caller"s call based upon context information for said caller, and using said context information to determine a communication connection action for connecting said caller.

[c30] 30. The apparatus of claim 29 further comprising a rules

engine for determining a communication connection action.